BT Business

BT CLOUD VOICE.

BUILDING THE RIGHT SOLUTION FOR YOU.

- Manage business calls quickly and easily
- Work better with colleagues
- Save money on set-up, maintenance and calls
- Get a long-term flexible solution
- Have the reassurance that we'll look after everything.

WHAT IS BT CLOUD VOICE?

BT Cloud Voice is a virtual phone system hosted in the cloud. That means you don't need an office-based phone system to benefit from the latest call management features. You get all the functionality of a traditional system, but with the flexibility to do so much more. And whatever the future holds – moving to new sites or an expanding workforce – BT Cloud Voice can adapt to meet your changing needs.

HOW IT WORKS.

BT Cloud Voice is hosted in the cloud which means your calls go over your local area network and the internet. You'll need IP phones and cabling, and an internet connection, but don't worry we can help you with all that if you want. Once you are set up you'll have access to your own online portal where you can manage your calls, whenever and wherever you need to.

WHAT STANDS BT CLOUD VOICE APART FROM THE CROWD.

BT Business has over 30 years' networking experience so we have the skills and expertise to support you. Before we install BT Cloud Voice, we'll make sure you get the right connection by running tests at your premises or over the phone. And, we can prioritise voice over other data – ensuring your calls are always crystal clear. We can provide you with every element of the BT Cloud Voice solution – so not only will they work perfectly together, but you'll have the simplicity of only one supplier to deal with.

HOW YOUR BUSINESS CAN BENEFIT FROM BT CLOUD VOICE.

BT Cloud Voice can help take your customer communications to another level. And, whatever the future holds, BT Cloud Voice can be adapted to meet your changing needs.

Manage customer communications.

We know that every call is important. BT Cloud Voice gives you access to all the call management features you expect from a traditional phone system, and others you might not, and our mobility features mean you can work wherever you are. With BT Cloud Voice you can make sure calls are answered by the right people at the right time.

Work better with colleagues.

At some point, we all come under pressure. You might be adding the final touches to a presentation, negotiating a big contract or trying to meet a deadline. At times like these, we could all do with a little extra help from our colleagues. BT Cloud Voice can make it happen. You can collaborate and work with colleagues quickly and easily, enabling you to make faster decisions, respond to customers and get the things you need to do, done – only faster. And as you're using your time more efficiently, you'll be more productive.

Control costs.

It's crucial to be able to see what you're spending on your business communications and where the biggest expenses are. BT Cloud Voice offers you value for money. It gives you the freedom to mix and match the functionality, meaning everyone can have the features they need, and you only pay for what you use.

Future-proof business communications.

Businesses never stay the same for long - you change and adapt to thrive. Whether that's moving premises, growing the business and taking on new staff, or changing the way people work. And you need technology that you can rely on to adapt with you.

Peace of mind.

Wouldn't it be great if you never had to worry about your business communications again? If someone else had it covered? BT Cloud Voice is a fully hosted service, which means we'll look after everything. And we mean absolutely everything. From providing expert support through to making sure you have crystal clear calls.

Find out more at:

0800 389 3364 **bt.com/btlocalbusiness**

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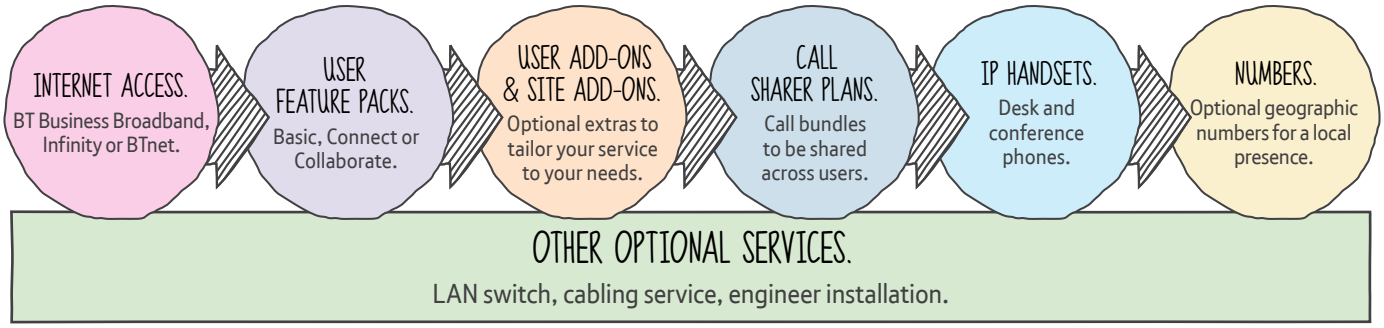
BUILDING THE RIGHT PACKAGE FOR YOU.

Firstly, we'll work with you to make sure you have the right internet access, so you can run your business and all your calls. Then you'll need to choose the right User Feature Packs for each of your staff, along with optional User and Site Add-ons, so each person has the features they need. Next, choose one each of our UK and International Call Sharer Plans, to get great value calls. Finally, you can choose from our wide range of IP phones, including conferencing and cordless.

Beyond that we can offer all aspects of your BT Cloud Voice solution, from geographic numbers to cabling and installation. Just talk to your account manager to find out more.


INTERNET ACCESS.
BT Business Broadband, Infinity or BTnet.
USER FEATURE PACKS.
Basic, Connect or Collaborate.
USER ADD-ONS & SITE ADD-ONS.
Optional extras to tailor your service to your needs.
CALL SHARER PLANS.
Call bundles to be shared across users.
IP HANDSETS.
Desk and conference phones.
NUMBERS.
Optional geographic numbers for a local presence.
OTHER OPTIONAL SERVICES.
LAN switch, cabling service, engineer installation.

BT CLOUD VOICE USER FEATURE PACKS.

BT Cloud Voice is available with the following User Feature Packs:

BT Cloud Voice	Description	Cost per user per month	
		24 month contract	12 month contract
Basic	Designed for businesses that need a general all-purpose phone. As it's not dedicated to one user, it's perfect for shared use. For example, behind a bar, in a garage, kitchen, lobby or workshop.	£6.40	£8.00
Connect	Ideal for office-based workers, like sales people, accountants and PAs, who need a full range of call management features. BT Cloud Voice Connect offers the same features as the Basic package, plus a whole lot more.	£8.80	£11.00
Collaborate	Designed for businesses with mobile workers who need access to the features of a traditional network when they're on the road. BT Cloud Voice Collaborate builds on the features offered in the Connect package with our BT Cloud Voice smartphone app and conferencing facilities included.	£13.60	£17.00

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BT CLOUD VOICE CALL FEATURES.

With BT Cloud Voice, you'll get access to all the useful call management features you'd expect from a traditional phone system, and a whole lot more.

Feature	Description	BT Cloud Voice Basic	BT Cloud Voice Connect	BT Cloud Voice Collaborate
Online Portal	Self-service online tool where administrators can set up user profiles, and individual users can control their own call management features.	✓	✓	✓
Automatic Call Routing	This allows users to set up a redirect so that any incoming calls are automatically routed to another phone.	✓	✓	✓
Call Forward	Lets users set up rules that forward incoming calls to another phone. They can set it up so calls are always forwarded or only when their extension is busy or the call has gone unanswered.	✓	✓	✓
Call Transfer	Allows calls to be transferred internally and externally. It means calls can, for example, be transferred to the mobile of an employee who's out of the office.	✓	✓	✓
3-Way Calling	This feature allows users to set up a 3-way conference call. A user, who's already talking to one person, can invite a third person to join the conversation. This is a particularly useful feature for employees that need to regularly consult with their colleagues, such as those working on a help desk.	✓	✓	✓
Hunt Group	A Hunt Group allows multiple phones to ring when a single number is called. So one employee's desk phone could ring at the same time as their mobile, or the Hunt Group could be set up so that several employees' phones ring at the same time. It also allows calls to be distributed in certain sequences. If a call comes in to one phone, which isn't answered, it will go to the next phone in the sequence. The benefit of BT Cloud Voice is that Hunt Group members don't have to be located at the same site.	✓	✓	✓
Call Director	Allows a user to set up one or more alternative fixed or mobile phone numbers that can be used as virtual extensions to the user's profile. Using the Call Director portal, users can dial into the service from external locations and make calls to internal and external destinations. By doing so they keep their BT Cloud Voice calling line identity rather than the phone they are dialling from.		✓	✓
Voicemail to Email	Using the Online Portal, users can set up their voicemail so that their messages are sent to their Outlook email folder as an audio attachment. The message will appear in their inbox as a WAV file.		✓	✓
UC Business	UC Business offers a bundle of functions. It includes the UC Office client application for desktops (Windows and Mac) and smartphones (iPhone and Android). It enables users to display their own presence status i.e. showing whether they're available or not, and to see the presence status of their contacts. Users can get in touch with their contacts via instant messaging, a phone call or video calling. Users can also easily create and manage their contact lists and access personal and company contacts. They can also access BT Cloud Voice call handling settings to manage communications from their UC Office client application. It's particularly useful for mobile workers who can see who's available in the office to help them and they can also use that colleague's preferred method of contact to get in touch.		OPTIONAL	✓
UC Team	UC Team includes all the functionality of UC Business and allows up to 8 participants to take part in an audio or web conference. The conferencing functions are simple to use thanks to the innovative 'My Room' feature. This virtual meeting room service makes it easier for colleagues to manage and participate in group or team meetings – whether they're in or out of the office.			✓
Hot Desking	Hot Desking gives users the ability to temporarily move their account, telephone number and settings to a 'Host' device for a certain length of time. When the user logs in at the hot desk, all their incoming calls are routed to that desk's phone for the prescribed length of time. And as the user owns that hot desk phone for the time period they've chosen, the phone assumes the user's identity so outbound calls still appear as coming from them.	Hot Desking Host included	OPTIONAL	OPTIONAL
CRM Connect (click to dial, screen pop, call history)	Allows customer-facing businesses to present a very professional image. When a customer calls, their details are displayed on a PC screen at the same time. It means users can greet their customers by their name, thereby providing a more personal service.		OPTIONAL	OPTIONAL
Receptionist Console	A PC application that can help receptionists manage incoming calls. It gives them access to a range of features, such as directory look-up and line monitoring, so they can see at a glance who's available to take a call and put it through to them quickly. Instead of dialling an extension, the receptionist can use their mouse for the 'drag and drop' function. They simply drag the caller's number and drop it onto the name of the person they're transferring the call to. One of the benefits of BT Cloud Voice is that the receptionist(s) don't all have to work at the same site.		OPTIONAL	OPTIONAL
Toolbar	This feature gives users fast, convenient access to BT Cloud Voice from their desktop. Users can set up a toolbar in a Microsoft Office, Internet Explorer or Firefox application. The toolbar contains features that allows users to make calls, dial a number just by clicking on it, control their calls and change their phone's service settings.		OPTIONAL	OPTIONAL
Busy Lamp Field	Allows users of IP Phones to monitor their colleagues' lines before transferring calls. The IP Phone will show if the phone line is free, engaged or if the phone is ringing.		OPTIONAL	OPTIONAL
Call Recording	Allows users to record calls. They can decide to record a particular call, all calls or activate the feature on demand. Calls can be monitored in real-time and used for employee training. There's also a storage facility, which helps businesses to meet the regulatory requirements for storing data. Plus, a dashboard gives users access to powerful tools, so they can manage and archive their library of recorded calls.		OPTIONAL	OPTIONAL
Fax Messaging	Lets users receive a fax and email it to the message store along with their other messages.		OPTIONAL	OPTIONAL
Call Centre ACD	Allows a site to distribute incoming calls to multiple users from a single central phone number. Call Centre works similarly to Hunt Groups but with a few differences: 1) Calls are queued and it is possible to give intermittent 'comfort' greetings. 2) Agents log in and out of the queues therefore when an agent isn't available the call will not ring at his/her phone. Unique to BT Cloud Voice is that agents don't have to be located at a single site.	OPTIONAL	OPTIONAL	OPTIONAL

Find out more at:

0800 389 3364 **bt.com/btlocalbusiness**

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BT CLOUD VOICE CALL SHARER PLANS.

You need to choose a UK package and an International package. If you don't normally make international calls, that's ok, you can simply choose a pay-as-you-go international option.

Call Sharer Plans	Minutes	Price
UK packages		
UK Calls and UK Mobile Sharer Plan – 500 minutes	500	£11.25
UK Calls and UK Mobile Sharer Plan – 1,000 minutes	1,000	£22.50
UK Calls and UK Mobile Sharer Plan – 2,500 minutes	2,500	£56.25
UK Calls and UK Mobile Sharer Plan – 5,000 minutes	5,000	£112.50
UK Calls and UK Mobile Sharer Plan – 10,000 minutes	10,000	£225.00
International packages		
International Sharer Plan – 100 minutes	100	£2.25
International Sharer Plan – 200 minutes	200	£4.50
International Sharer Plan – 500 minutes	500	£11.25
International Sharer Plan – 1,000 minutes	1,000	£22.50
International Sharer Plan – 5,000 minutes	5,000	£45.00

For details of call charges outside the package, please go to www.bt.com/pricing

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BT CLOUD VOICE IP HANDSETS.

BT Cloud Voice works with a range of IP phones and handsets. Whether it's desk phones, conference phones, or cordless handsets, there is an option for you.

Handset		Description	Cost (ex VAT)
BT VVX 300 IP Handset		The basic level IP desk phone with 6 programmable line keys, a loudspeaker and ports for both a headset and a PC.	£90.44
BT VVX 400 IP Handset		A mid-range IP desk phone with 12 programmable line keys, a loudspeaker and ports for both a headset and a PC.	£138.40
BT VVX 500 IP Handset		A high-end IP desk phone, with a 3.5" full colour Touch Screen Display and HD Voice.	£200.80
BT SoundStation 6000		An IP conference phone, with 12-foot microphone pickup and white LED Backlight Display.	£589
BT DECT Handset		A cordless handset that works with a base unit that has an IP connection, allowing users to move about with the phone. The unit will support up to 5 handsets.	£110
BT ATA		An Analogue Terminal Adaptor (ATA) which connects analogue devices to BT Cloud Voice.	£55

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WHY BT

- We're networking experts and have invested heavily in our 21st Century network to ensure we can provide excellent coverage and cost-effective access options to customers across the UK.
- We do this day in, day out for over 900,000 businesses – more than anyone else – so you can rely on us to get it right for you.
- We have the expertise and technology to offer you a complete end-to-end cloud solution that delivers the reliability and performance you need. Because we provide every element of the service, we can make sure it all works together perfectly. And if there's ever a problem, we can fix it quickly.
- You can get everything you need in one place from a single supplier, with a single contract, helping to make life easier.
- Our Service Hub, which is home to our expert team of BT Cloud Voice specialists, is always on hand to make sure your system runs smoothly.

Things you need to know:

All prices exclude VAT, and are correct at the time of publication but may be modified from time to time.

You can find our standard Terms and Conditions atwww.bt.com/terms. You'll find the terms and conditions for BT Cloud Voice under "IP communications".

BT Cloud Voice requires a BT Business internet connection. Only IP phones from the BT Cloud Voice portfolio can be connected to the Service. The service will require suitable Local Area Network infrastructure (with a minimum of CAT5e structured cabling) and a BT Business broadband router (the minimum requirement is BT Business Hub 5). Only one national and one international Call Sharer Plan can be purchased and used by the Customer within a month, overage charges will apply when exceeding the limits of the call plan. Customers can switch to a higher call Sharer Plan during the first 12 months of the Service if needed. Minimum Period, terms and conditions apply.

Offices Worldwide

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